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north dakota  
**department of  
human services**

## **RESULTS**

### **CONSUMER SATISFACTION SURVEYS**

#### **REGIONAL HUMAN SERVICE CENTERS**

#### **ADULTS, YOUTH, & FAMILY**

## **STATEWIDE**

**OCTOBER-NOVEMBER 2005**

**COMPILED APRIL 2006**

**STATE OF NORTH DAKOTA**  
John Hoeven, Governor

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES**  
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**DIVISION OF MENTAL HEALTH AND SUBSTANCE ABUSE**  
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*This information may be accessed in an alternate format, if required. Please contact the agency listed above for more information.*

This consumer satisfaction survey is the result of a statewide Department of Human Services effort in the fall of 2005. Consumer surveys are done to gain the consumer perspective on service delivery, service satisfaction, treatment planning involvement, access to services, and client perception of the effect of services. This survey provides information to use in the continual effort to improve service delivery. This report reflects the outcome of the 2005 survey.

This survey was conducted using new protocol (Appendix) in October and November 2005. The total counts for the adult sample, youth sample, and family sample were 1,729; 511; and 431 respectively. Completed adult surveys, youth surveys, and family surveys numbered 824, 307, and 279 respectively. There were sufficient surveys returned to insure a 95% confidence level with  $\pm .10$  confidence interval when analyzing statewide data for each of the three groups.

## Acronyms

NWHSC	Northwest Human Service Center in Williston
NCHSC	North Central Human Service Center in Minot
LRHSC	Lake Region Human Service Center in Devils Lake
NEHSC	Northeast Human Service Center in Grand Forks
SEHSC	Southeast Human Service Center in Fargo
SCHSC	South Central Human Service Center in Jamestown
WCHSC	West Central Human Service Center in Bismarck
BHSC	Badlands Human Service Center in Dickinson
MH	Mental Health
SA	Substance Abuse (interchangeable with MH)
AOD	Alcohol and Other Drugs (interchangeable with SA)
MHSA	Mental Health and Substance Abuse
DD	Developmental Disabilities

**Psychosocial Centers** (question regarding psychosocial center referenced them by name for each region)

NWHSC	The Club
NCHSC	Harmony Center
LRHSC	Drop-In Center
NEHSC	Mountain Brook
SEHSC	Myrt Armstrong Center
SCHSC	Progress Community Center
WCHSC	Dakota Learning Center
BHSC	Prairie Rose Activity Center

## Acknowledgements

Many people contributed to the efforts needed to complete this project. Having tested a new protocol in April-May 2005, some changes were made and the full satisfaction survey project for 2005 was implemented in October-November. During visits to all the human service centers in October, Dr. Mariah Tenamoc met with staff who would be involved in helping to get surveys completed. Dr. Tenamoc met with extended care supervisors, AOD supervisors, adult acute care supervisors, care coordinators, and support staff to discuss the methods and to deliver all of the surveys, envelopes, and collection boxes to each center. The intent of the visits was to gain the buy-in of regional staff and establish a comfortable level of communication regarding the effort.

Central office staff, ITS, and ITD staff working on this project with Dr. Tenamoc included:  
Elizabeth Cunningham, Research Team, Research Assistant  
Henry Lebak, Research Team, Research Analyst  
Tina Friedt, ITS,  
Sharon Freeman, ITD

Feedback from the Regional Directors and members of the Mental Health Planning Council prior to publication was invaluable.

Every effort has been made to produce a quality document. Please contact Dr. Tenamoc at 701-328-8978 or [sotenm@nd.gov](mailto:sotenm@nd.gov) with any comments or to report any errors found.

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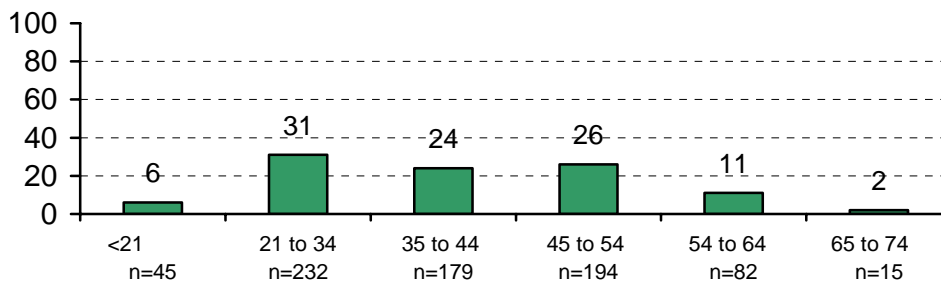
## ADULT CONSUMER SURVEY STATEWIDE RESULTS

The total number of adult consumers who responded to surveys was 824. They are distributed across the state as follows.

HUMAN SERVICE CENTER	CITY	NUMBER OF RESPONDENTS
Northwest (NWHSC)	Williston	64
North Central (NCHSC)	Minot	97
Lake Region (LRHSC)	Devils Lake	84
Northeast (NEHSC)	Grand Forks	80
Southeast (SEHSC)	Fargo	97
South Central (SCHSC)	Jamestown	126
West Central (WCHSC)	Bismarck	159
Badlands (BHSC)	Dickinson	117
TOTAL		824

In the following tables, the total number of persons who responded to a particular question is included in the figure title. The number responding from each category is indicated in the column title.

Figure 1. Percent of Adults by Age Group, N= 746

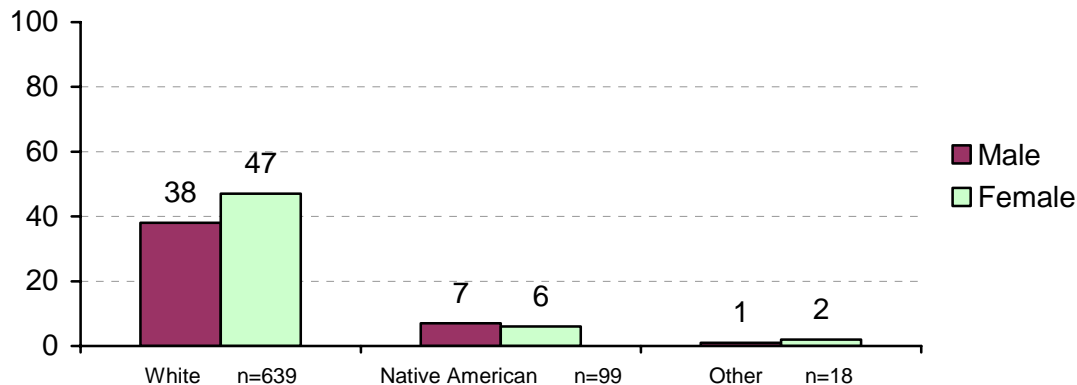


Surveys designed primarily for adult respondents were completed by 48 consumers under age 21. The following table shows the distribution by type of service and region. The questions asked of adults is not similar enough to the youth surveys to allow for removing them from the adult surveys and adding them to the youth surveys. They remain in the total adult count throughout this document. The majority of youth (73%) who responded to an adult survey, completed a survey designated by type of service as alcohol and other drugs (AOD). This is not totally unexpected because there was not an AOD survey designed for youth. The AOD supervisors in all of the regions were unaware that youth surveys should be administered to their adolescent consumers.

Table 1. Distribution of Consumers Under Age 21, by Type of Service and by Region, n=48

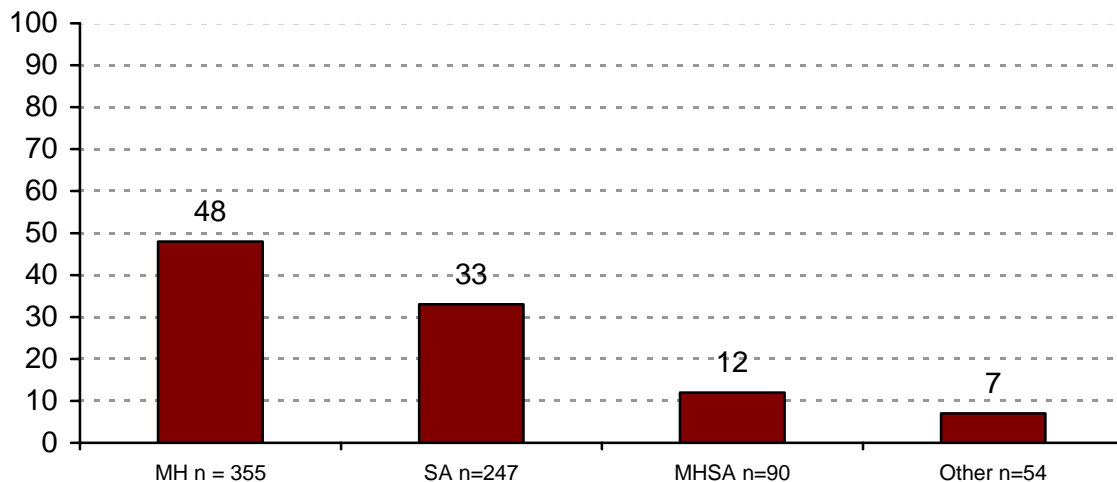
	NWHSC	NCHSC	LRHSC	NEHSC	SEHSC	SCHSC	WCHSC	BHSC	TOTAL
SMI	1	0	0	2	0	0	1	0	4
Acute	1	0	1	6	0	1	0	0	9
AOD	0	3	3	1	5	12	4	7	35
TOTAL	2	3	4	9	5	13	5	7	48

Figure 2. Percent Gender by Race, N=756



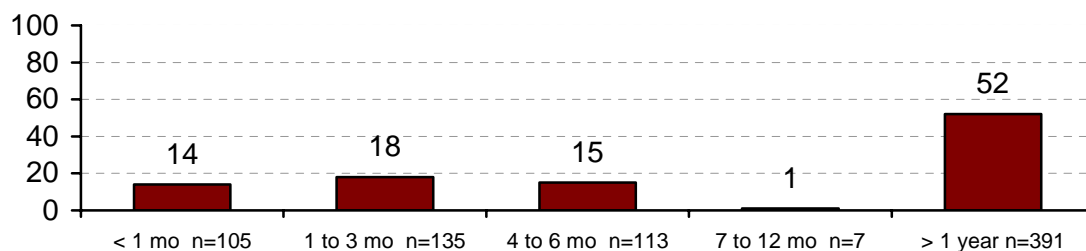
The 99 Native American respondents include 15 who identified themselves as biracial (Native American and White). The 'other' category includes African American, Asian, and other respondents. Hispanic origin was claimed by 2.5 percent of 769 respondents.

Figure 3. Percent Consumers by Type of Service Received, N=746.



The respondents who checked more than one type of service category<sup>1</sup>, included DD (n=17), MH/SA/DD (n=8), MH/DD (n=25), and SA/DD (n=4). They are represented in the 'other' category (7%).

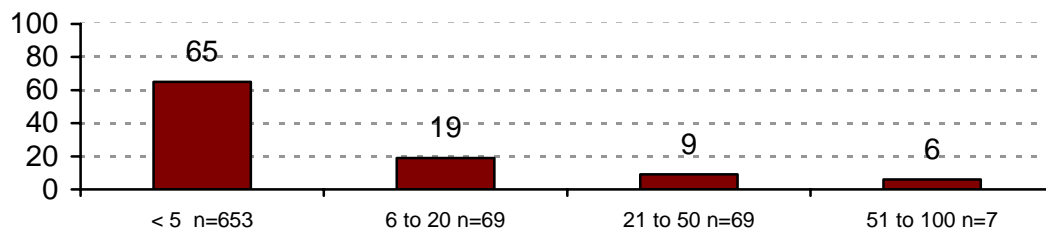
Figure 4. Percent Consumers by How Long They Have Been Receiving Services, N=751



<sup>1</sup> MH – Mental Health; SA – Substance Abuse; DD – Developmental Disabilities

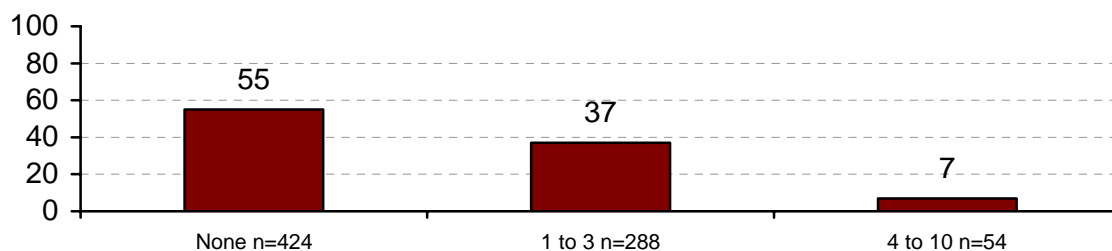
The reason that so few respondents identified as having been receiving services between 7 and 12 months is because the time period was inadvertently left off of the choice of responses on the survey.

Figure 5. Percent of Consumers by Distance Traveled to Receive Services (miles), N=777



One consumer reported traveling over 100 miles to receive services.

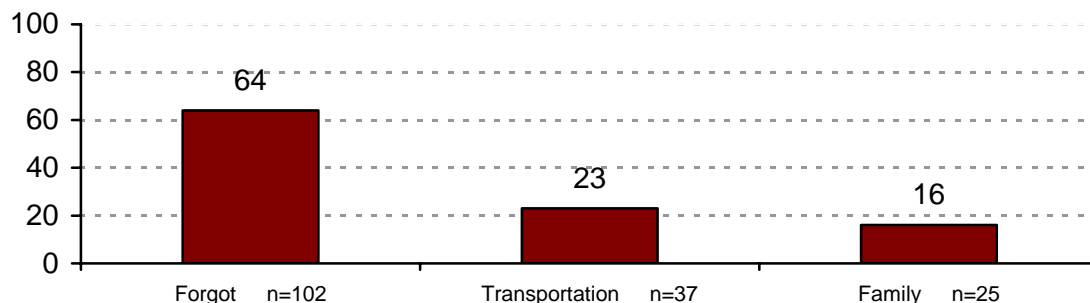
Figure 6. Percent of Consumers - Number of Missed Appointments in Last Six Months, N=769



(.3%) reported having missed more than 10 appointments in the last six months.

Three consumers

Figure 7. Percent of Consumers by Most Common Reasons for Missing Appointments, N=160



Transportation includes car trouble, no money for gas, and no transportation. Family includes childcare problems and family emergency.



Figure 8. Percent of Consumers by Time Waiting for Appointment,

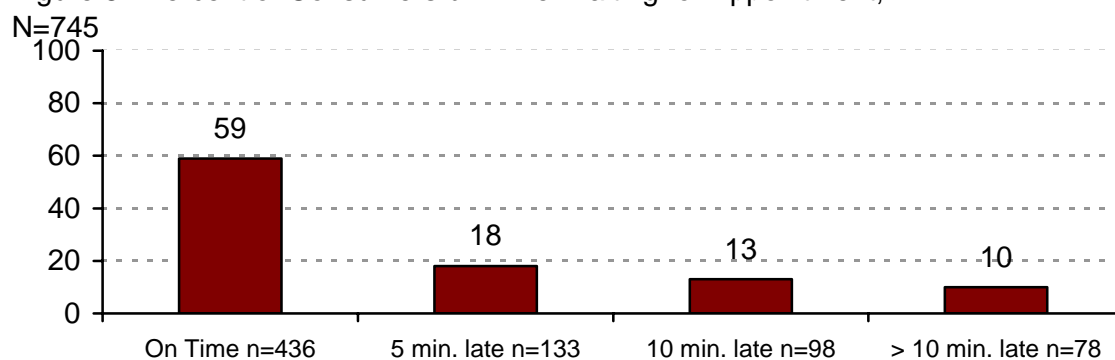
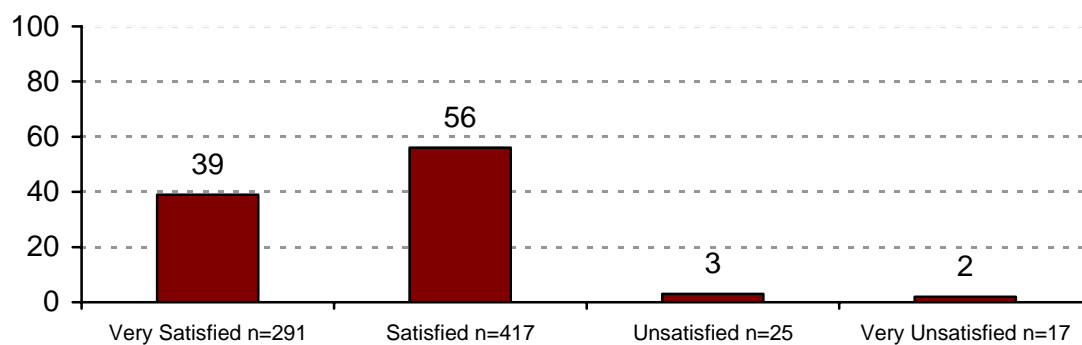


Figure 9. Percent of Consumers by Satisfaction with Wait Time From Initial Call to the First Appointment, N=750



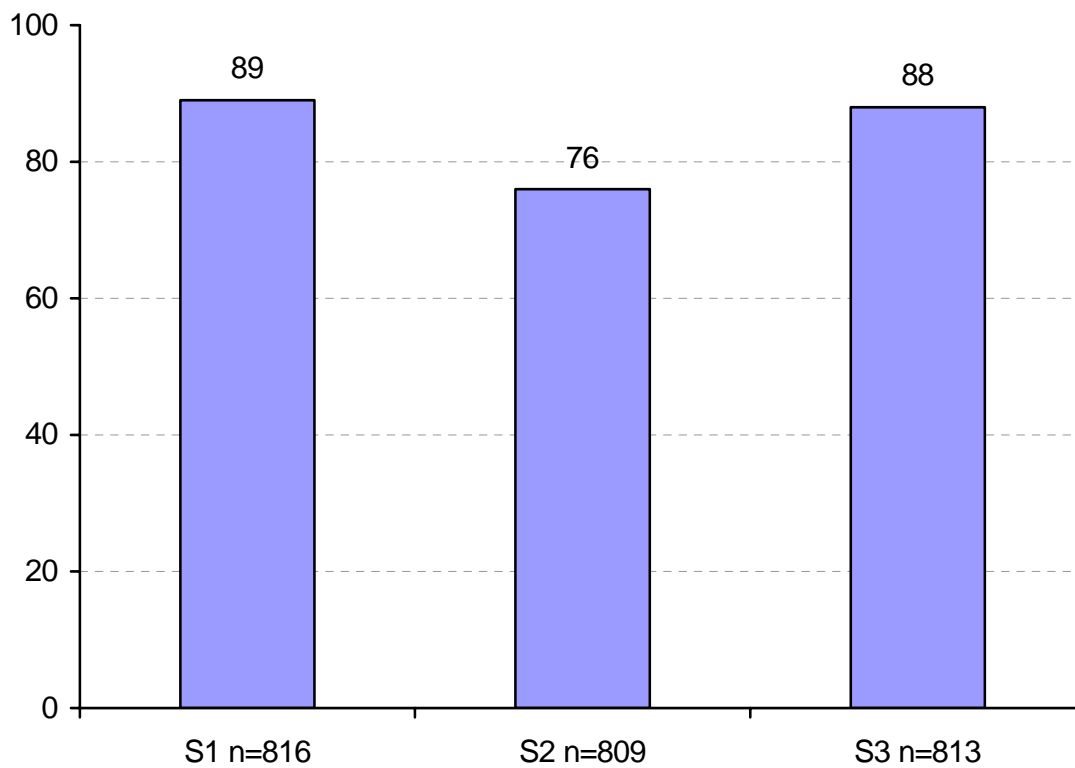
## ADULT DOMAIN: SATISFACTION

### PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

S1 – Overall, I am satisfied with the services I have received.

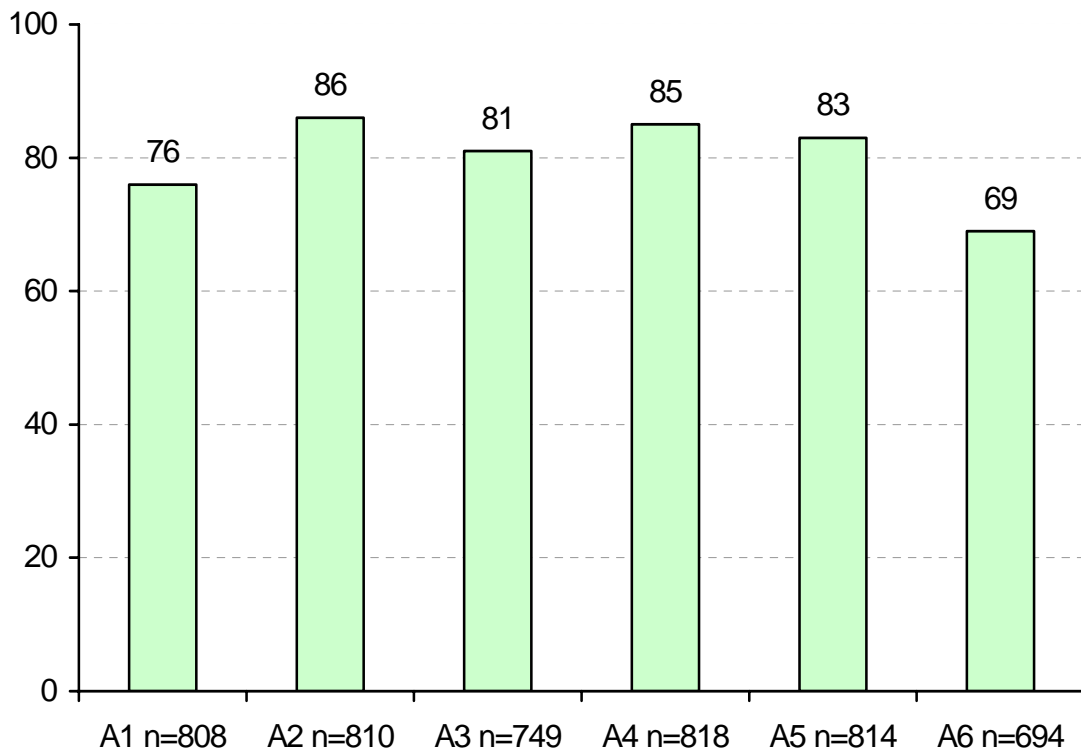
S2 – If I had other choices, I would still get services from this agency.

S3 – I would recommend this agency to a friend or family member.



## PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

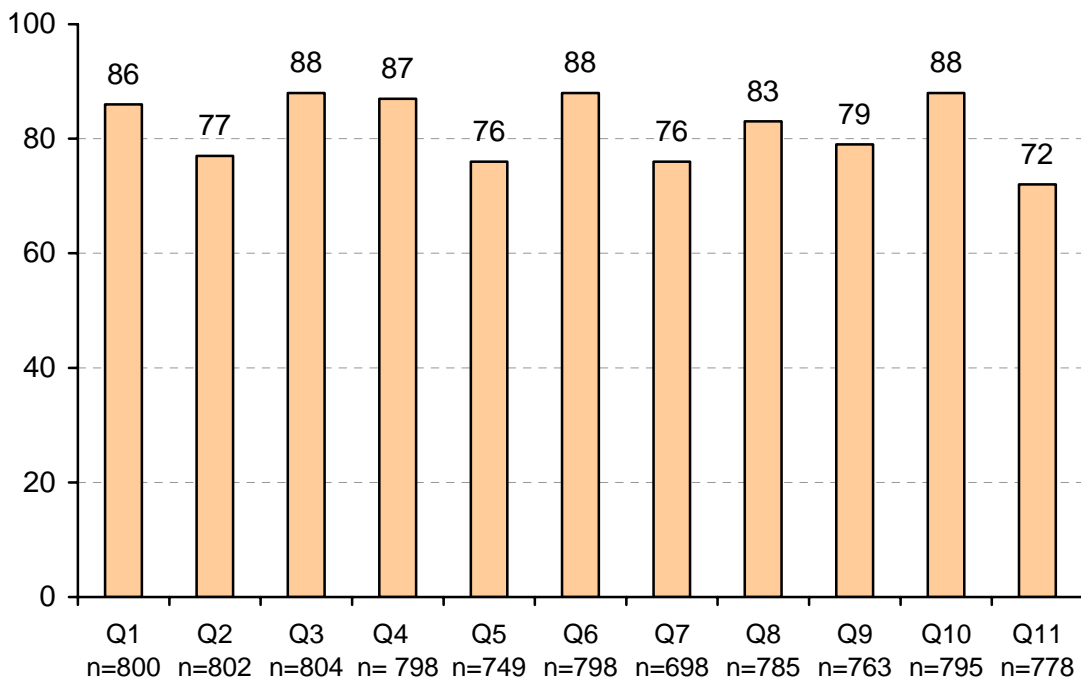
- A1 – The location of services was convenient.  
A2 – Staff have been willing to see me as often as I felt necessary.  
A3 – Staff returned my calls within 24 hours.  
A4 – Services were available at times that were good for me.  
A5 – I was able to get all the services I thought I needed.  
A6 – I was able to see a psychiatrist when I wanted to.



## ADULT DOMAIN: QUALITY AND APPROPRIATENESS

### PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

- Q1 – Staff here believe I can grow, change and recover.  
Q2 – I feel free to complain.  
Q3 – I was given information about my rights.  
Q4 – Staff encouraged me to take responsibility for how I live my life.  
Q5 – Staff told me what side effects to watch for.  
Q6 – Staff respected my wishes about who is, and who is not, to be given information about my treatment.  
Q7 – Staff were sensitive to my cultural/spiritual background.  
Q8 – Staff helped me obtain the information I needed so I could take charge of managing my illness.  
Q9 – I was encouraged to use consumer-run programs.  
Q10 – I felt comfortable asking questions about my treatment and medication  
Q11 – I, not staff, decided my treatment goals.



## ADULT DOMAIN: ASSISTANCE

*Percent of respondents who agreed or strongly agreed*

The following questions had a response option “does not apply.” The numbers responding “does not apply” were subtracted from the total n’s and percents recalculated based on the 5-point scale as all other graphs are modeled in this document (strongly agree, agree, neutral, disagree, and strongly disagree).

Staff were helpful in assisting me to identify and find for this child.

Assist1 – Legal Services

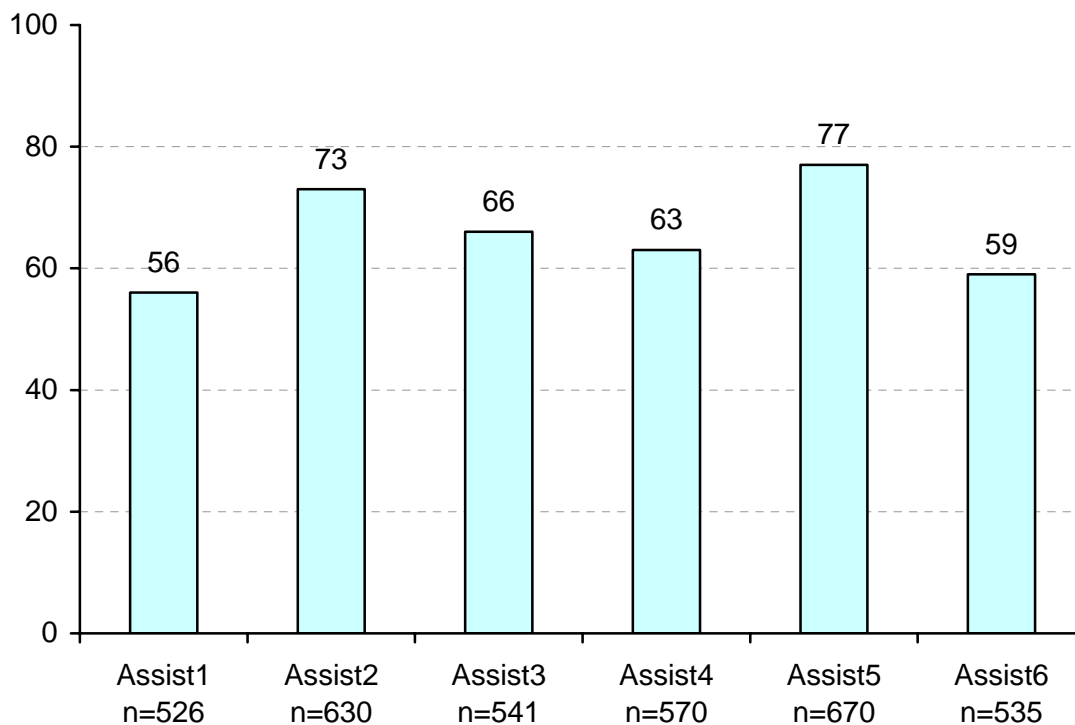
Assist2 – Medical Services

Assist3 – Family Services

Assist4 – Educational and Vocational Services

Assist5 – Mental Health Services

Assist6 – Drug and Alcohol Services



## ADULT DOMAIN: OUTCOMES

*Percent of respondents who agreed or strongly agreed*

As a direct result of services received,

O1 – I deal more effectively with daily problems.

O2 – I am better able to control my life.

O3 – I am better able to deal with a crisis.

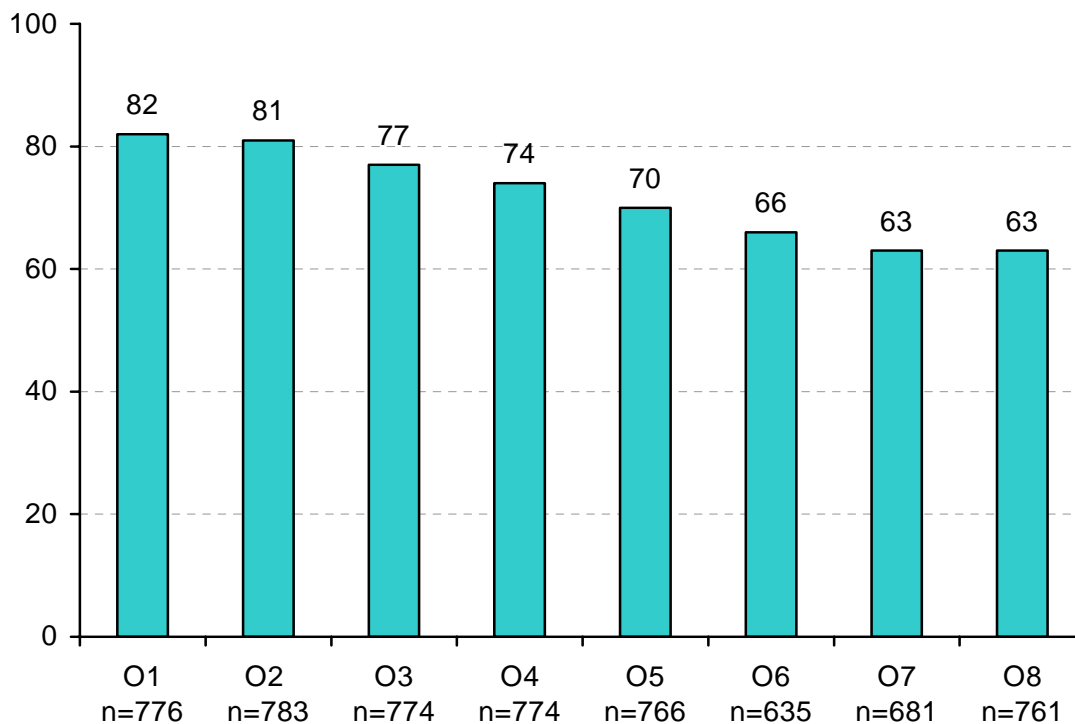
O4 – I am getting along better with my family.

O5 – I am better in social situations.

O6 – I do better in school and/or at work.

O7 – my housing situation has improved.

O8 – my symptoms are not bothering me as much.



## ADULT EXTENDED CARE

### PERCENT OF RESPONDENTS WHO ANSWERED 'YES.'

E1 – Do you participate in a self-help or support group?

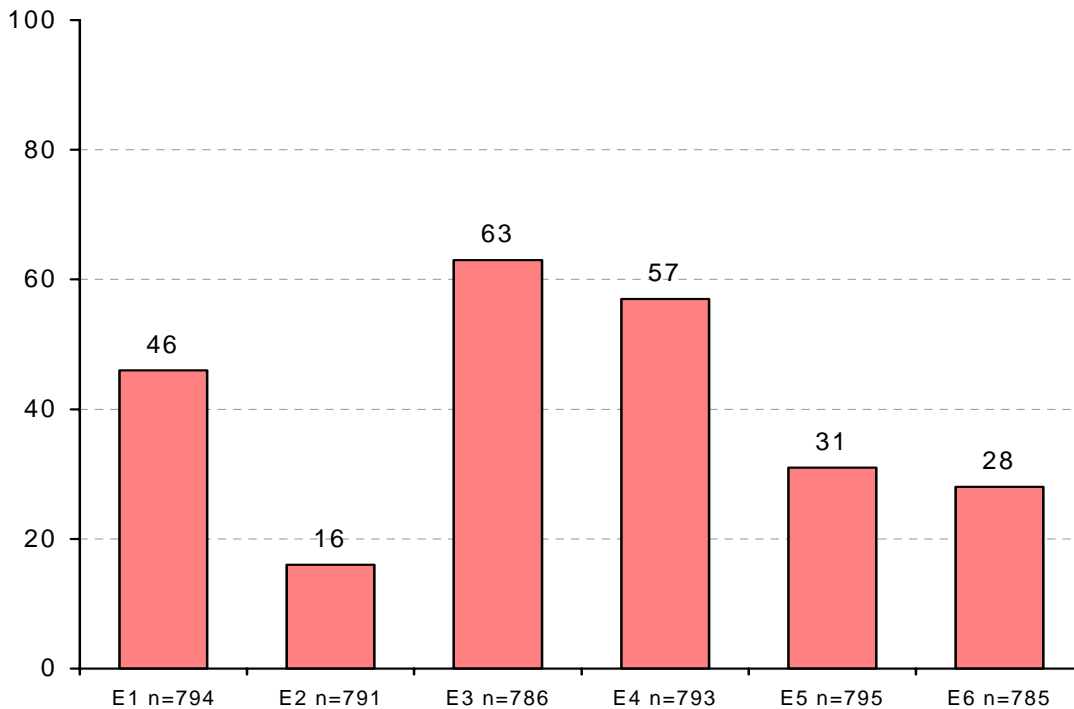
E2 – During the past month, have you attended a psychosocial club?.

E3 – Have you had a physical exam in the last 12 months.

E4 – During the past three months, have you worked at any time for pay?

E5 – During the past three months, have you done any volunteer work?

E6 – During the past 12 months, have you been arrested and spent at least one day in jail?



## YOUTH CONSUMER SURVEY STATEWIDE RESULTS

The total number of youth consumers who responded to surveys was 279. They are distributed across the state as follows.

HUMAN SERVICE CENTER	CITY	NUMBER OF RESPONDENTS
Northwest (NWHSC)	Williston	6
North Central (NCHSC)	Minot	22
Lake Region (LRHSC)	Devils Lake	59
Northeast (NEHSC)	Grand Forks	28
Southeast (SEHSC)	Fargo	16
South Central (SCHSC)	Jamestown	52
West Central (WCHSC)	Bismarck	46
Badlands (BHSC)	Dickinson	50
<b>TOTAL</b>		<b>279</b>

In the following tables, the total number of persons who responded to a particular question is included in the figure title. The number responding from each category is indicated in the column title.

Figure 1. Percent Youths by Age Group, N=279

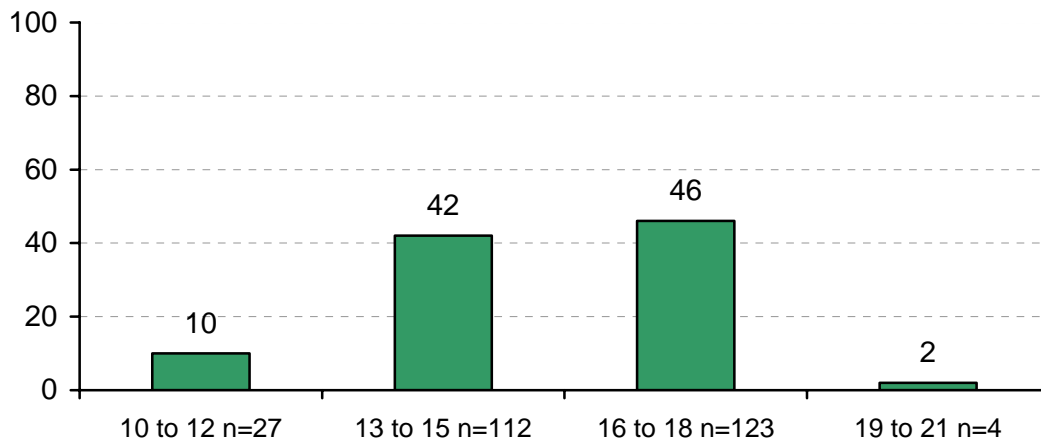
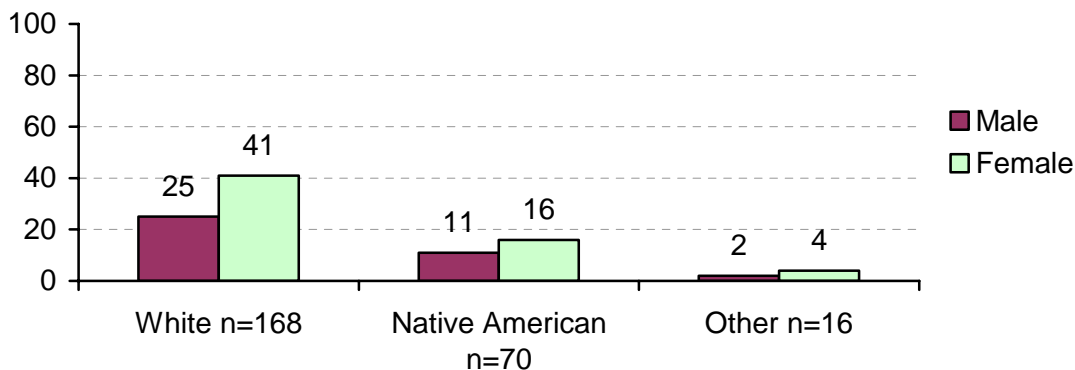


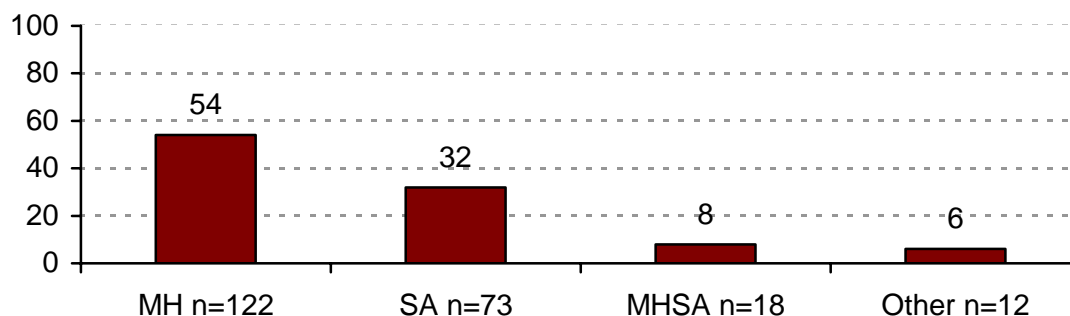
Figure 2. Percent Gender by Race, N=254





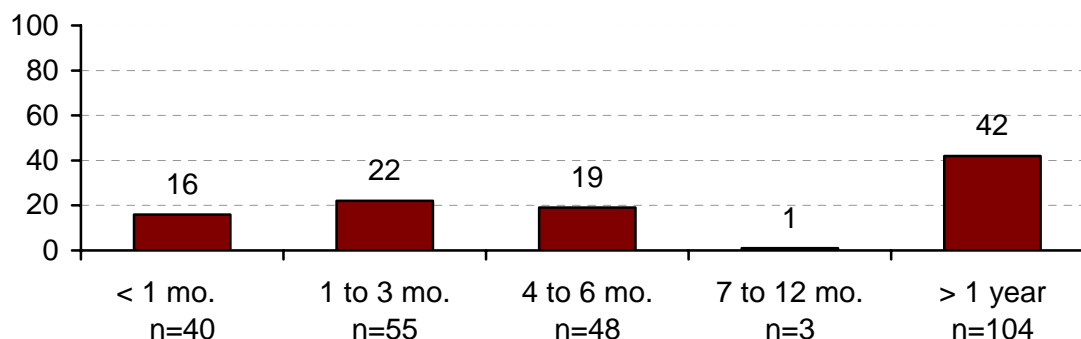
The 70 Native American respondents include 6 who identified themselves as biracial (Native American and White). The 'other' category includes African American, Asian, and other respondents. Seventeen (7%) of 244 respondents claimed Hispanic origin.

Figure 3. Percent Youths by Type of Service They are Receiving, N=250



The respondents who checked more than one type of service category, included DD (n=7), MH/SA/DD (n=1), and MH/DD (n=4). They are represented in the 'other' category (6%).

Figure 4. Percent Youths by How Long They Have Been Receiving Services, N=250



The reason that so few respondents identified as having been receiving services between 7 and 12 is because the time period was inadvertently left off of the choice of responses on the survey.

Figure 5. Percent Distance Traveled by Youth to Receive Services (miles), N=246

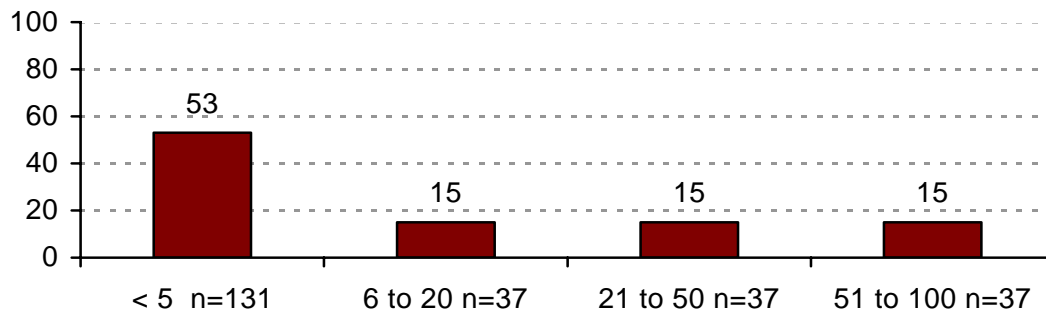


Figure 6. Percent of Youth by Number of Missed Appointments in Last Six Months, N=250

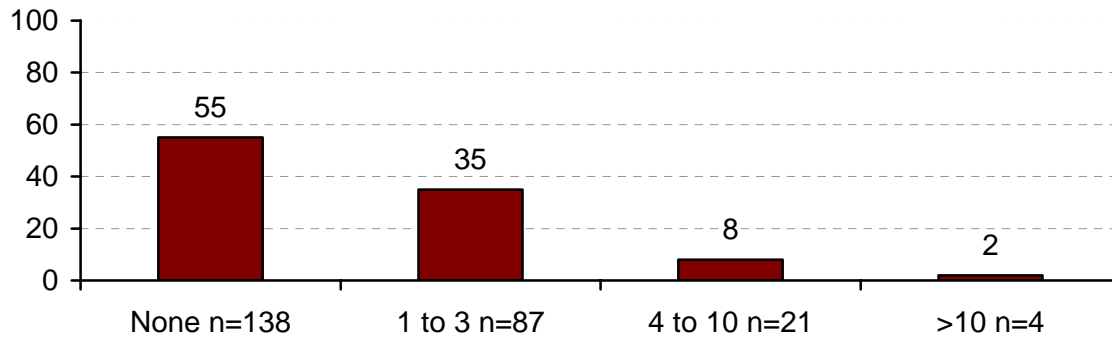


Figure 7. Percent Giving Most Common Reasons for Missing Appointments, N=70

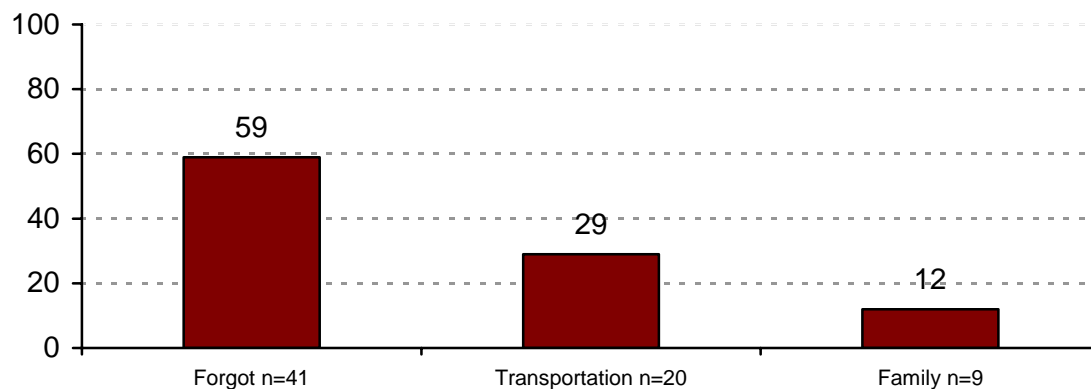


Figure 8. Percent Youth, Time Waiting for Appointment, N=253

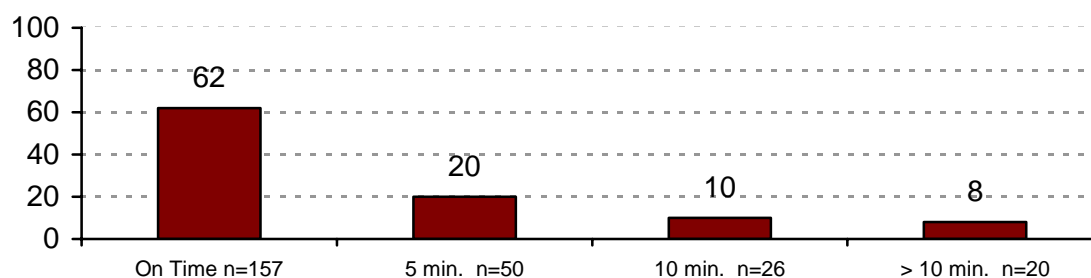


Figure 9. Percent Youth, by Satisfaction with Wait Time from Initial Call to the First Appointment, N=248

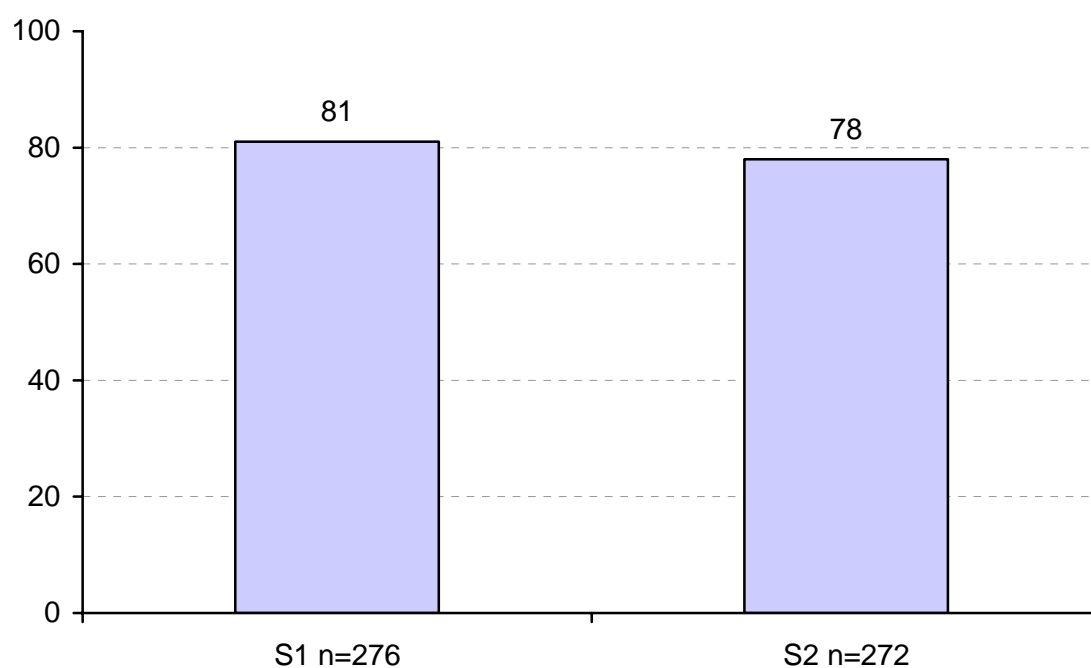


# YOUTH DOMAIN: SATISFACTION

## PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

S1 – Overall, I am satisfied with the services I have received.

S2 – The people helping me stuck with me no matter what.



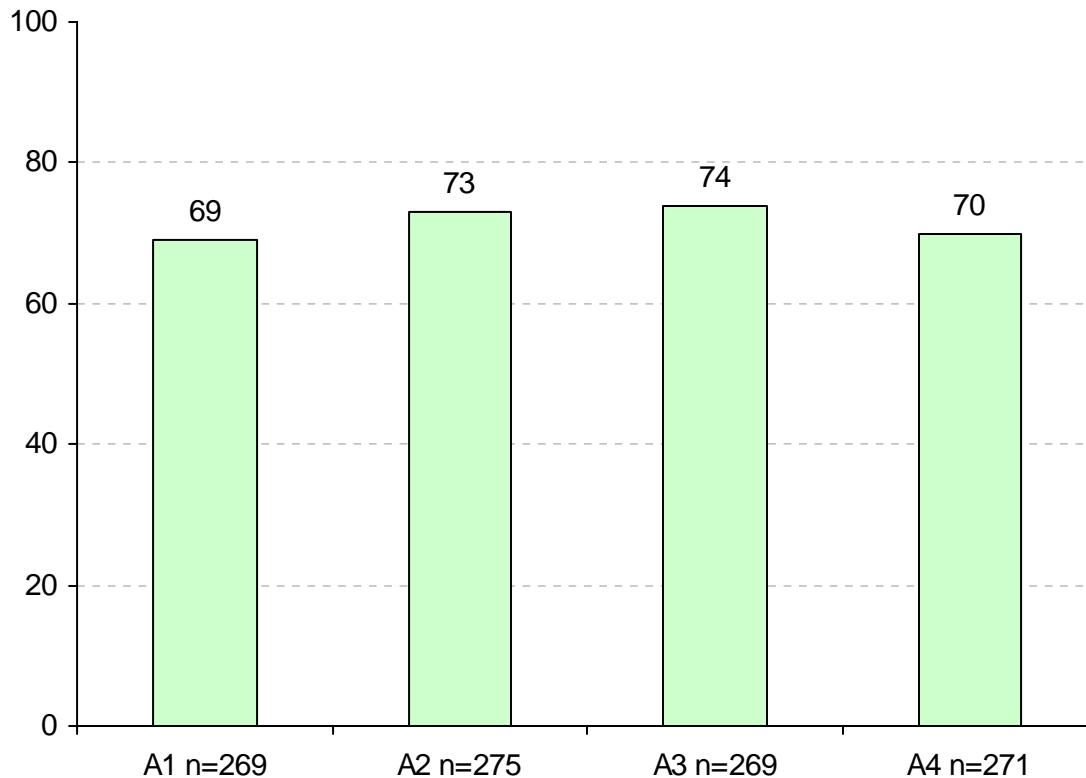
## PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

A1 – The location of services is convenient.

A2 – Services were available at times that were convenient for me.

A3 – I got the help I wanted.

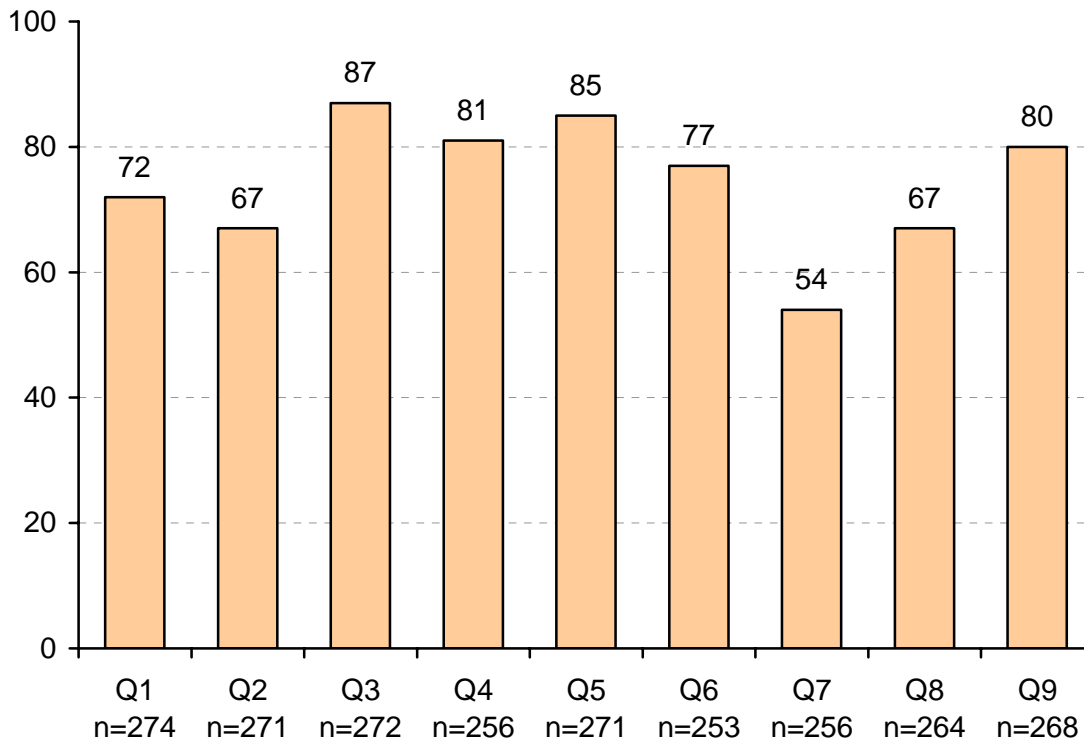
A4 – I got as much help as I needed.



## YOUTH DOMAIN: QUALITY AND APPROPRIATENESS

### PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

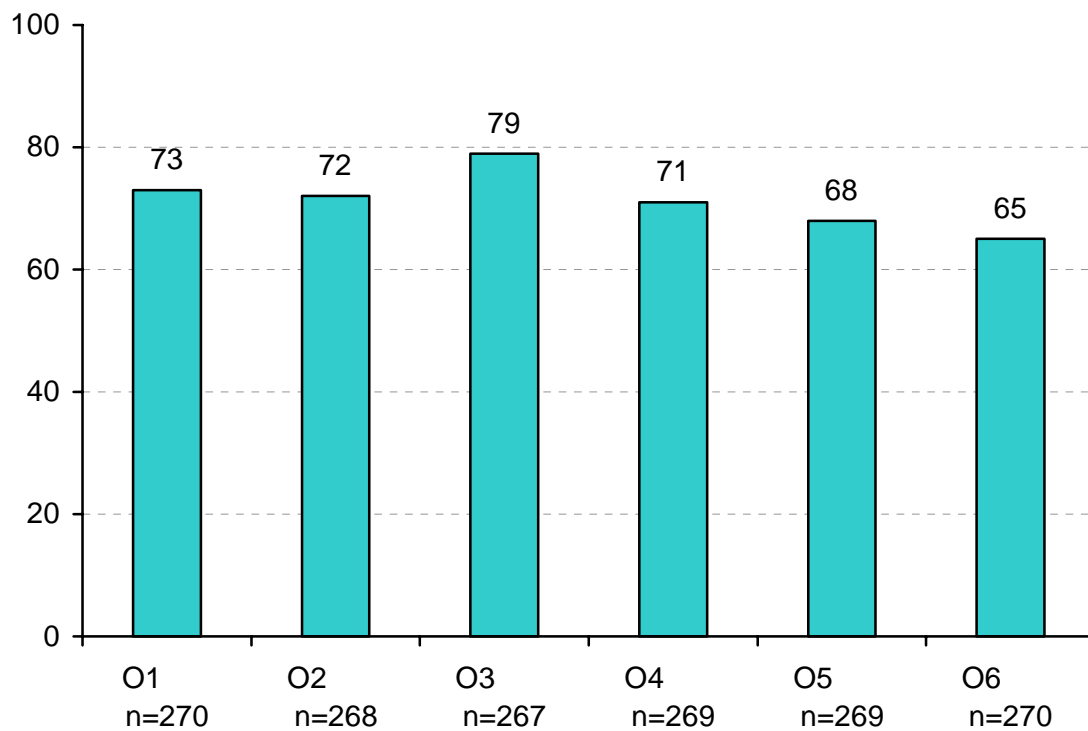
- Q1 – I felt I had someone to talk to when I was troubled.  
Q2 – I received the services that were right for me.  
Q3 – Staff treated me with respect.  
Q4 – Staff respected my family's religious/spiritual beliefs.  
Q5 – Staff spoke with me in a way I understood.  
Q6 – Staff were sensitive to my cultural/ethnic background.  
Q7 – I helped to choose my services.  
Q8 – I helped to choose my treatment goals.  
Q9 – I participated in my own treatment.



## YOUTH DOMAIN: OUTCOMES

*Percent of Respondents Who Agreed or Strongly Agreed*

- O1 – I am better at handling daily life.
- O2 – I get along better with my family members.
- O3 – I get along better with friends and other people.
- O4 – I am doing better in school and/or work.
- O5 – I am better able to cope when things go wrong.
- O6 – I am satisfied with my family life right now.



## FAMILY CONSUMER SURVEY STATEWIDE RESULTS

The total number of parents/family of consumers who responded to surveys was 307. They are distributed across the state as follows.

HUMAN SERVICE CENTER	CITY	NUMBER OF RESPONDENTS
Northwest (NWHSC)	Williston	11
North Central (NCHSC)	Minot	10
Lake Region (LRHSC)	Devils Lake	71
Northeast (NEHSC)	Grand Forks	25
Southeast (SEHSC)	Fargo	15
South Central (SCHSC)	Jamestown	45
West Central (WCHSC)	Bismarck	64
Badlands (BHSC)	Dickinson	66
TOTAL		307

In the following tables, the total number of persons who responded to a particular question is included in the figure title. The number responding from each category is indicated in the column title.

Figure 1. Percent of Family Respondents by Child's Age Group, N= 300

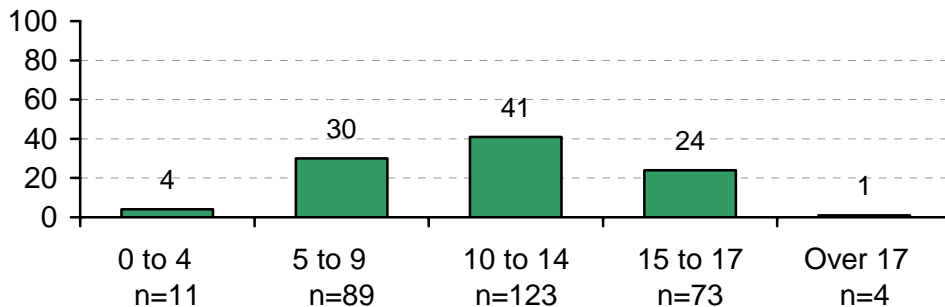
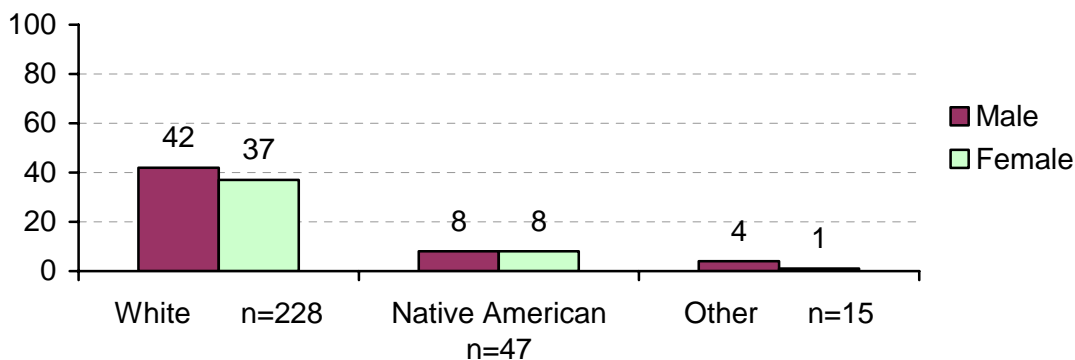


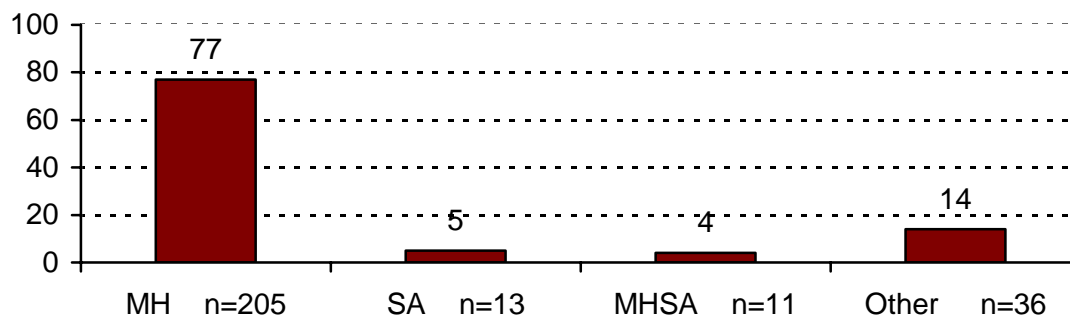
Figure 2. Percent of Total, Gender by Race, N=290



The 47 Native American respondents include 6 who identified themselves as biracial (Native American and White). The 'other' category includes African American, Asian, and other respondents. Hispanic origin was claimed by 15 respondents (5.2%) of 289 respondents.

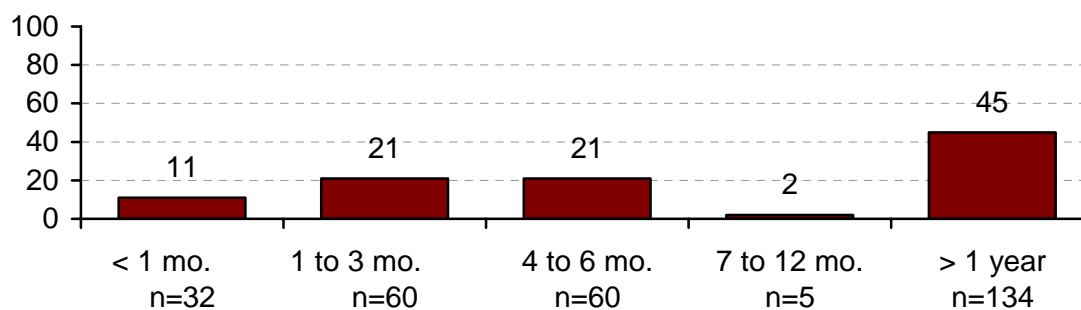


Figure 3. Percent Family Respondent, by Type of Service Child is Receiving, N=265



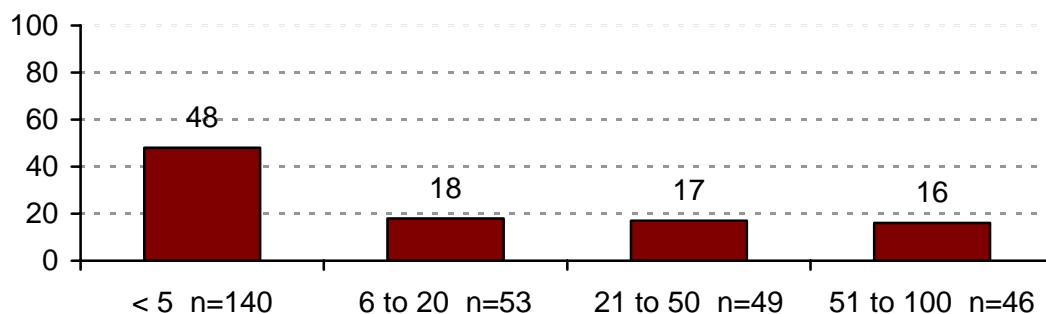
The respondents who checked more than one type of service category, included DD (n=11), MH/SA/DD (n=2), MH/DD (n=21), and SA/DD (n=2). They are represented in the 'other' category (14%).

Figure 4. Percent Family Respondents by How Long the Child has Been Receiving Services, N=291



The reason that so few respondents identified as having been receiving services between 7 and 12 months is because the time period was inadvertently left off of the choice of responses on the survey.

Figure 5. Percent Family Respondent by Miles Traveled to Receive Services for Child, N=290



Two consumers traveled over 100 miles to receive services.

Figure 6. Percent Family Respondent by the Number of Missed Appointments in Last Six Months, N=294

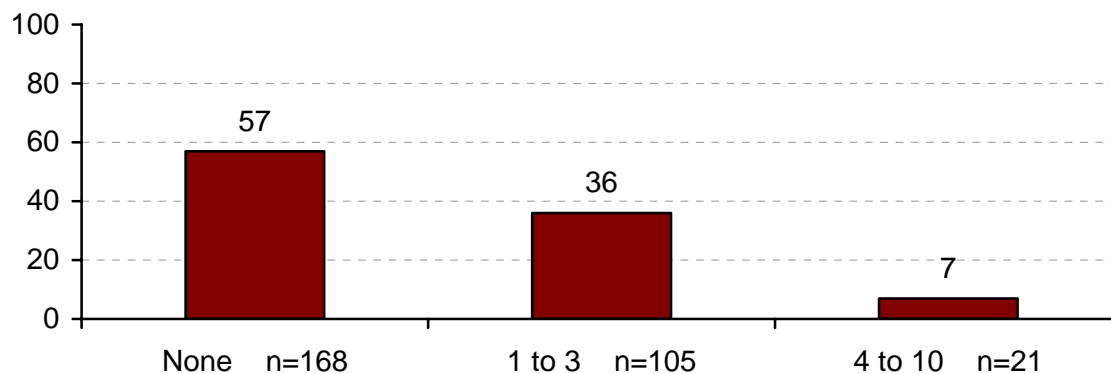


Figure 7. Percent Giving Most Common Reasons for Missing Appointments, N=86

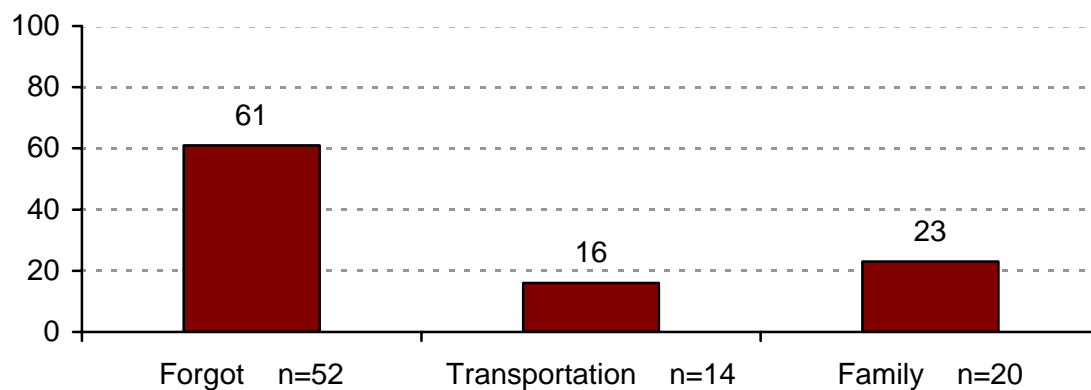


Figure 8. Percent Consumers - Time Waiting for Appointment, N=293

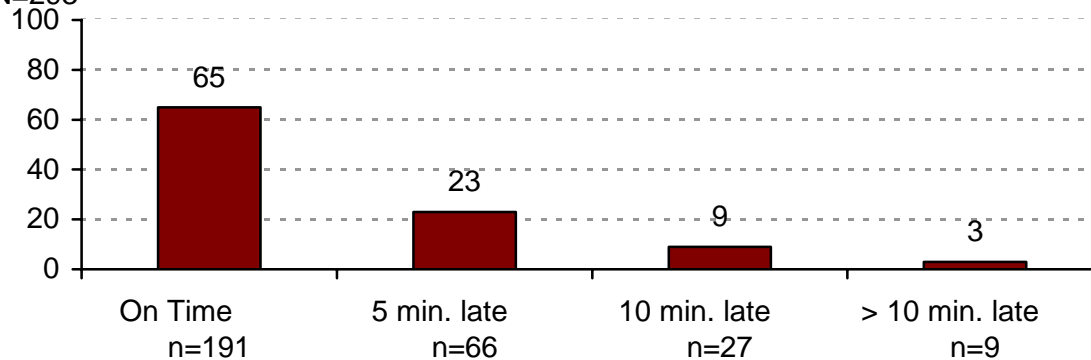


Figure 9. Percent Family Respondent by Satisfaction with Wait Time from Initial Call to the First Appointment, N=293

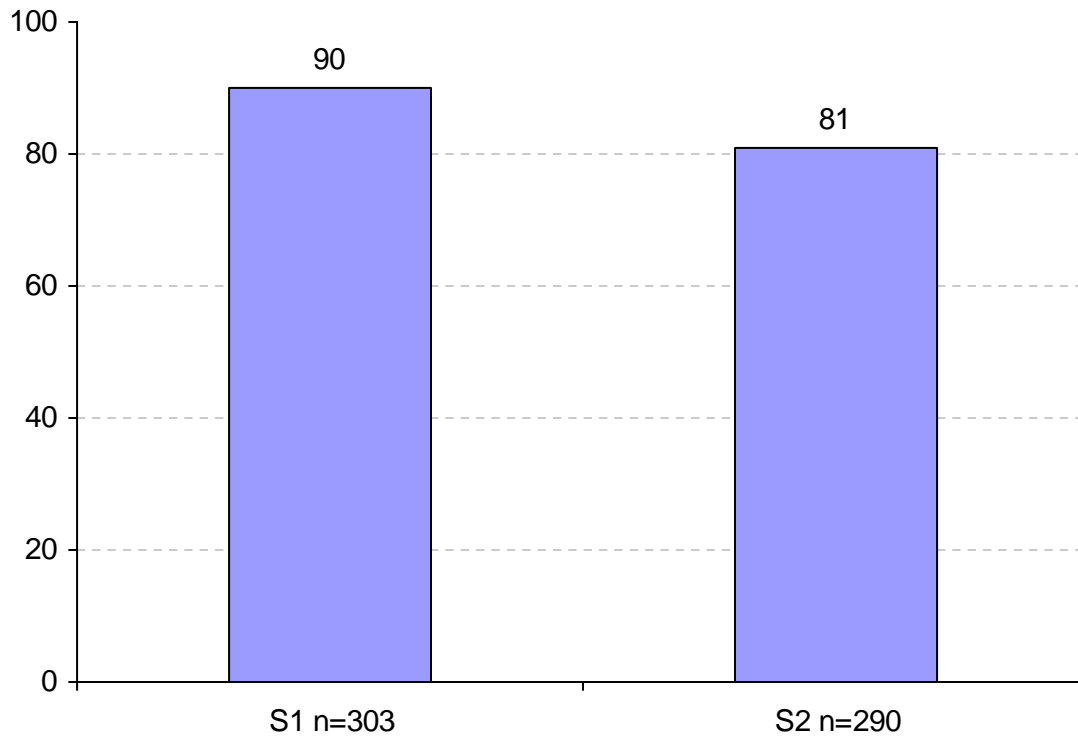


## FAMILY DOMAIN: SATISFACTION

### PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

S1 – Overall, I am satisfied with the services this child received.

S2 – The people helping this child stuck with us no matter what.



## FAMILY DOMAIN: ACCESS

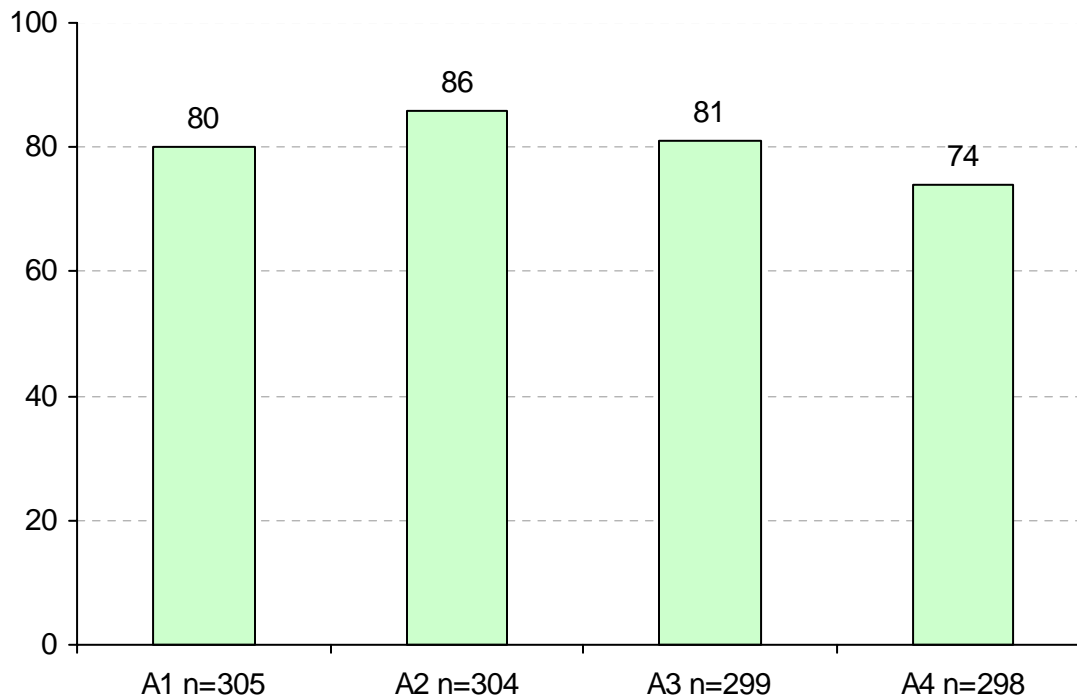
*Percent of respondents who agreed or strongly agreed*

A1 – The location of services was convenient for us.

A2 – Services were available at times that were convenient for us.

A3 – My family got the help we wanted with this child.

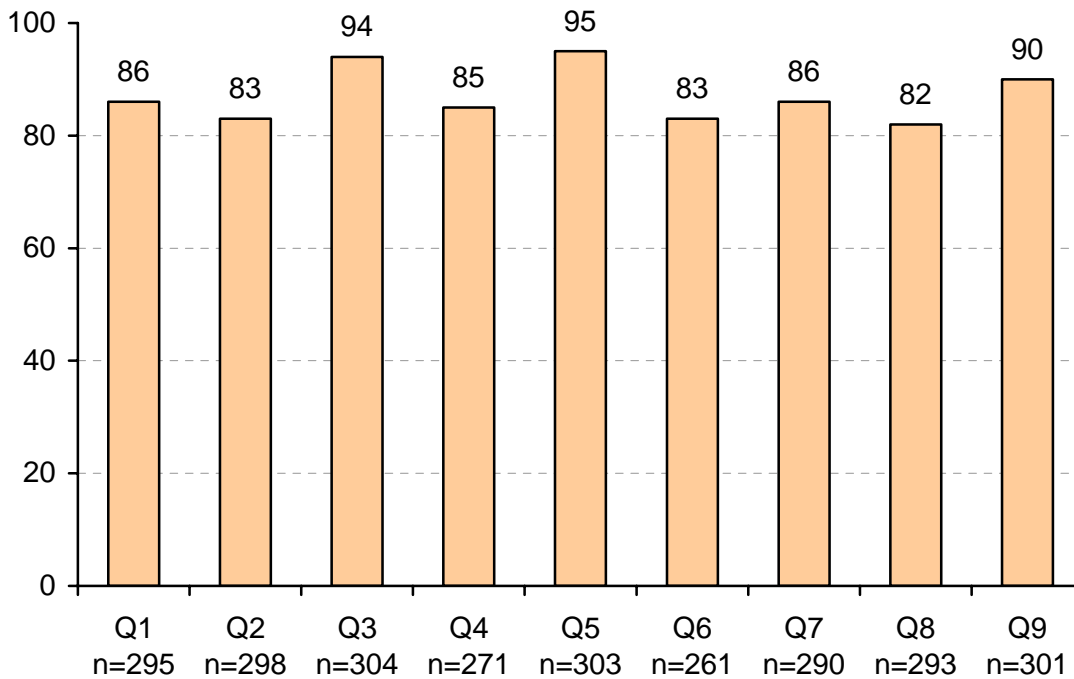
A4 – My family got as much help as we needed for this child



## FAMILY DOMAIN: QUALITY AND APPROPRIATENESS

### PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED

- Q1 – I felt this child had someone to talk to when troubled.  
Q2 – The services this child and/or family received were right for us.  
Q3 -- Staff treated us with respect.  
Q4 – Staff respected my family’s religious/spiritual beliefs.  
Q5 – Staff spoke with me in a way I understood.  
Q6 – Staff were sensitive to my cultural/ethnic background  
Q7 – I helped choose this child’s services.  
Q8 – I helped to choose this child’s treatment goals.  
Q9 – I participated in this child’s treatment.



## FAMILY DOMAIN: ASSISTANCE

*Percent of respondents who agreed or strongly agreed*

The following questions had a response option “does not apply.” The numbers responding “does not apply” were subtracted from the total n’s and percents recalculated based on the 5-point scale as all other graphs are modeled in this document (strongly agree, agree, neutral, disagree, and strongly disagree).

Staff were helpful in assisting me to identify and find for this child.

Assist1 – Legal Services

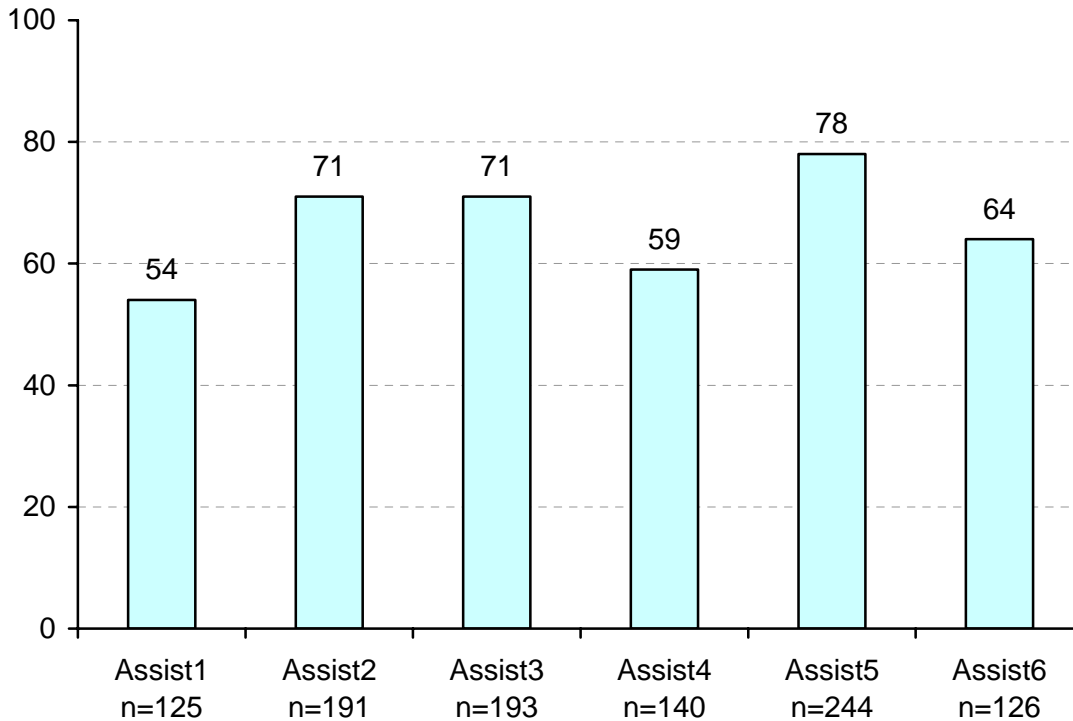
Assist2 – Medical Services

Assist3 – Family Services

Assist4 – Educational and Vocational Services

Assist5 – Mental Health Services

Assist6 – Drug and Alcohol Services



## FAMILY DOMAIN: OUTCOMES

*Percent of respondents who agreed or strongly agreed*

As a direct result of services received,

O1 – this child is better at handling daily life

O2 – this child gets along better with family members

O3 – this child gets along better with friends and other people

O4 – this child is doing better in school and/or work

O5 – this child is better able to cope when things go wrong

O6 – the problem this child came in with is better

